

Customer Focus

1. In my unit, we actively seek out customer feedback.
2. In my unit, we use customer feedback to improve our work processes.
3. In my unit, we define specific goals for meeting the needs of our customers.
4. My supervisor meets with my unit to discuss how well we are meeting our customers' needs.

Direction

5. I can clearly explain to others the direction (vision, values, mission) of the OIC.
6. My unit's goals are consistent with the OIC's goals.
7. I can see a clear link between my work and the OIC's goals.
8. My supervisor demonstrates the values of the OIC through his/her actions.
9. My supervisor clearly expresses work expectations to me.

Diversity

10. In my unit, we value diversity (opinion, thought, life experiences, etc.)
11. In my unit, people are treated fairly, without discrimination.
12. In the OIC, we have an effective process for identifying candidates for open positions.

Feedback

13. My supervisor gives me ongoing feedback that helps me improve my performance.
14. I receive timely feedback on my suggestions for improvement.
15. I am comfortable giving my supervisor feedback.
16. My last performance evaluation helped me to improve my job performance.

Information

17. The communication process in the OIC is effective.
18. My supervisor keeps me well informed about how the OIC is doing.
19. My supervisor communicated the OIC's objectives to me.
20. I have the information I need to do my job effectively.

Job Satisfaction

21. I am satisfied with the amount of challenges my job provides.
22. In general, I am satisfied with my job.
23. I am given enough time to do what is expected of me on my job.
24. My work gives me a feeling of personal accomplishment.
25. I have confidence in the decisions made by my supervisor.
26. I have confidence in the decisions made by our senior management.
27. My supervisor is committed to keeping me safe in the work place.
28. My supervisor is committed to resolving the concerns identified in this survey.

Learning

29. My supervisor supports my participation in continuous learning.
30. I get coaching from my supervisor to help me improve.
31. I have the skills I need to do my job.

32. I have the opportunity to learn and do new things in my job.
33. In my unit, advancement is based on merit.

Participation

34. My supervisor delegates the right amount of responsibility to me.
35. I have the authority to make improvements to my work processes.
36. My supervisor's supervisor supports our efforts to do the right thing for our customers.
37. My supervisor actively encourages our participation in quality improvement activities.

Recognition, Trust and Respect

38. When I improve my performance, my accomplishments are recognized.
39. My supervisor recognizes units/employees for their contribution to customer satisfaction.
40. The people in my unit speak openly and honestly, even when the news is bad.
41. I can depend on my supervisor to honor the commitments he/she makes.
42. My supervisor treats people with dignity and respect.

Senior Management

43. Our senior managers communicate clear goals for our organization.
44. Our senior managers explain how they measure the success of the OIC.
45. Our senior managers demonstrate our values through their actions.
46. Our senior managers care about the people in the OIC.

Teamwork

47. The people in my unit cooperate to get the job done.
48. My unit cooperates with other units to achieve agency objectives.
49. My supervisor encourages us to work as a team.
50. A spirit of cooperation and teamwork exists in my unit.

NOTE: This is the Department of Personnel's Employee Satisfaction Survey.